

What is claimed:

- 1 1. A method of using geospatial operations to analyze a service level management system
2 ("SLMS"), comprising steps of:
3 collecting a plurality of measurements pertaining to the SLMS;
4 constructing geospatial objects from the collected measurements; and
5 using the constructed objects as input to geospatial operations.
- 1 2. The method according to Claim 1, wherein the geospatial operations are provided by a
2 spatially-enabled database system.
- 1 3. The method according to Claim 1, wherein the constructed objects include 2-dimensional
2 planes.
- 1 4. The method according to Claim 1, wherein the constructed objects include 3-dimensional
2 cubes.
- 1 5. A method of using spatially-enabled operations to evaluate 3-dimensional objects,
2 comprising steps of:
3 collecting a plurality of measurements;
4 building a plurality of 2-dimensional planes by associating selected ones of the
5 measurements;
6 building one or more 3-dimensional cubes from a plurality of the 2-dimensional planes;

7 and
8 enabling evaluation of at least one of the one or more 3-dimensional cubes using
9 geospatial operations of a spatially-enabled system.

1 6. The method according to Claim 5, wherein the measurements pertain to business
2 processes.

1 7. The method according to Claim 5, wherein the measurements are stored in the spatially-
2 enabled system.

1 8. The method according to Claim 5, wherein the 2-dimensional planes are stored in the
2 spatially-enabled system.

1 9. The method according to Claim 6, wherein the measurements measure interactions among
2 business partners.

1 10. The method according to Claim 5, wherein the measurements are collected by a plurality
2 of probes.

1 11. The method according to Claim 5, further comprising the step of drilling down from an
2 evaluated cube to evaluate one or more of the planes from which it was built.

1 12. The method according to Claim 5, further comprising the step of evaluating at least one of
2 the 2-dimensional planes using geospatial operations of the spatially-enabled system.

1 13. The method according to Claim 12, further comprising the step of drilling down from an
2 evaluated plane to evaluate one or more of the measurements from which it was built.

1 14. The method according to Claim 5, wherein each cube represents measurements for a
2 plurality of service offerings in a service level management system.

1 15. The method according to Claim 5, wherein each plane represents measurements for a
2 plurality of collaborations among entities in a service level management system

1 16. The method according to Claim 5, wherein each measurement represents a key process
2 indicator used to measure service in a service level management system.

1 17. The method according to Claim 5, wherein the measurements are directed to evaluating
2 conformance to service level agreements in a service level management system.

1 18. A system for using geospatial operations to analyze a service level management system
2 (“SLMS”), comprising:

3 means for collecting a plurality of measurements pertaining to the SLMS;

4 means for constructing geospatial objects from the collected measurements; and

means for using the constructed objects as input to geospatial operations, wherein the geospatial operations are provided by a spatially-enabled database system and the constructed objects include 2-dimensional planes and 3-dimensional cubes.

19. A computer program product for using spatially-enabled operations to evaluate 3-dimensional objects, the computer program product embodied on one or more computer-readable media and comprising:

computer-readable program code means for obtaining a plurality of measurements;

computer-readable program code means for building a plurality of 2-dimensional planes by associating selected ones of the measurements;

computer-readable program code means for building one or more 3-dimensional cubes from a plurality of the 2-dimensional planes; and

computer-readable program code means for enabling evaluation of at least one of the one or more 3-dimensional cubes using geospatial operations of a spatially-enabled system.